



DEPARTMENT OF THE ARMY
HEADQUARTERS, 2ND BRIGADE, 1ST INFANTRY DIVISION
CMR 464, UNIT 26003
APO AE 09226




AETV-BGS-CDR

27 January 2003

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Policy Letter # 1 - Open Door Policy

1. Using the chain of command helps to ensure that "doors are open" to allow soldiers, family members, and civilians to be heard. I encourage soldiers, family members, and civilian employees to use their chain of command to voice complaints, seek assistance, and address any manner of personal or professional problem. If, however, subordinate levels of command cannot resolve the issue, or if the issue is by its nature inappropriate to bring to a subordinate commander, then my staff will assist in directing you to the proper agency or when necessary arrange an appointment with me.
2. Soldiers assigned to the 2nd Brigade, 1st Infantry Division will be given the opportunity to see me as necessary; however, because of our heavy schedule and frequent absences, soldiers who desire to see me should call my office. My staff will make every effort to set the earliest possible appointment date. This policy will not be used to subvert established judicial, nonjudicial, and administrative mechanisms. Requests to see me by soldiers who are the subject of judicial, nonjudicial, or adverse administrative action, or the subject of an ongoing criminal investigation, will be referred to the Officer in Charge of the Schweinfurt Law Center, who will advise on the appropriateness of the request.
3. Appointments can be scheduled by calling my office at 353-8606/8679.


RANDAL A. DRAGON
COL, IN
Commanding

DISTRIBUTION:

Commander, 1-18 Infantry
Commander, 1-26 Infantry
Commander, 1-77 Armor
Commander, HHC, 2d Brigade
Commander, E Trp, 4 Cavalry